

Toynbee School Communications policy

Overview

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key to us. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives. This is why we introduced the role of Guidance Managers to each year group. They are non teaching members of staff and thus more easily accessible to parents, along with Reception.

Academic or Curriculum Query

Subject Teachers are best placed to answer specific queries about your child's progress, the lesson content or homework. If the Subject teacher is not available then please ask for the subject **Head of Dept – these are listed on the website.**

Parents should try to contact their child's subject teacher/Head of dept by telephoning reception, using staff email addresses or by placing a note in their child's Student Planner. Pupils are responsible for showing the note to their teacher.

Pastoral Query

The day-to-day care, welfare and safety of your child is managed by the **Tutor** who is placed closest to them. If the Tutor is not available, please ask for your child's **Guidance Manager.**

Parents should try to contact their child's Tutor/Guidance Manager by telephoning reception, using staff email addresses or by placing a note in their child's Student Planner. Pupils are responsible for showing the note to their teacher.

Medical Query

Medical queries should be referred to our Pupil Welfare Officer, who has a detailed overview of pupils' medical needs.

Parents should try to contact the Pupil Welfare Officer by telephoning reception or emailing the Officer directly. Contact details are on our website.

Response

All staff want to respond to parental queries at the earliest opportunity and will do their best to do so. However, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time after 4pm or at weekends.

Telephone

Please use the main reception number to leave a message for a member of staff to contact you:

- Reception staff will relay messages to staff as soon as possible.
- If a call is urgent, please inform the receptionist who will attempt to find your child's Guidance Manager.
- We will try to respond to you within three working days, if not the same day.
- Please note lessons will never be interrupted for teachers to take calls.

Email

Please use staff email addresses if you need to contact staff directly:

- Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during staff's personal time after 4pm or at weekends.
- We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

Communication Channels & Meetings

Pastoral Query → Tutor → Guidance Manager → Progress Director → Senior Leadership Team

Subject/Curriculum Query → Teacher → Head of Dept → Progress Director → Senior Leadership Team

- Meetings should **always** be pre-arranged with members of staff.
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a member of staff to see you, usually the Guidance Manager or Pupil Welfare Officer.
- For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

Contacting You

The school will use various methods of contacting you; telephone, School Comms text, email and letters. For this we rely on parents and carers giving us up-to date contact details.

Social Media

We use our social media channels to promote student achievements, subject information and generic educational information. You can find these by searching our Twitter feed and also www.toynbee.hants.sch.uk

No Response

If you have not received a response from the school within three working days please contact the school by emailing admin@toynbee.hants.sch.uk and we will chase up your enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

